

INVESTIGATING PERSONALITY AND COMMUNICATION STRATEGIES
USED BY ESL LEARNERS

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*To my beloved parents, siblings, family and friends
for their Love, Prayer and Support*

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ABSTRACT

The purpose of the study was to look into learner differences in terms of extraversion that affect oral discussions and the communication strategies the individuals use in order to converse. Extroverts were the chosen focus and their use of the oral communication strategies were analyzed in order to reach the research objectives. Participants of the study were 79 undergraduates taking an engineering course at Universiti Malaysia Pahang (UMP). The participants were in their first year of studies and are from 20 to 24 years of age. The learners were low proficiency students based on their English Placement Test (EPT) conducted by the institution. The study adopted a mixed method design in order to answer the research questions. Several instruments were used which included two questionnaires; the Eysenck Personality Questionnaire- Revised (EPQ-R) and the Oral Communication Strategy Inventory (OCSI), to gauge data for the quantitative analysis and a recorded group discussion to further support the quantitative data contribute to the findings and discussion. The study found that there is a significant correlation between extraversion and oral communication strategies. In depth analysis found that the while both personalities used most of the oral communication strategies, extroverts applied them more frequently than introverts. The present study also sought out to identify the oral communication strategies used by extroverts in an oral discussion and concluded that out of eight factors, extroverts employed most of the strategies listed under all eight factors of coping with speaking problems.

ABSTRAK

Tujuan kajian ini adalah untuk melihat perbezaan pelajar dari segi sikap ekstrovert yang memberi kesan kepada perbincangan secara lisan serta strategi komunikasi yang digunakan oleh individu untuk berkomunikasi. Ekstrovert dipilih sebagai fokus kajian dan penggunaan strategi-strategi komunikasi mereka dikaji untuk mencapai objektif kajian. Peserta kajian terdiri daripada 79 pelajar yang mengambil kursus kejuruteraan dan sains teknologi di Universiti Malaysia Pahang (UMP). Para peserta berada dalam tahun pertama pengajian mereka dan berusia antara 20 hingga 24 tahun. Mereka adalah pelajar yang mempunyai penguasaan bahasa Inggeris yang lemah berdasarkan kepada Ujian Penempatan Bahasa Inggeris (EPT) yang dijalankan oleh institusi tersebut. Kajian mengambil kaedah gabungan untuk menjawab persoalan kajian. Beberapa instrumen telah digunakan termasuk dua soal selidik; Soal Selidik Personaliti Eysenck-Pindaan (EPQ-R) dan Inventori Strategi Komunikasi Lisan (OCSI), untuk mengukur data analisis kuantitatif dan juga perbincangan kumpulan yang direkodkan untuk menyokong data yang seterusnya menyumbang kepada laporan kajian dan perbincangan. Kajian mendapati bahawa terdapat hubungan yang signifikan antara sikap ekstrovert dan strategi komunikasi lisan. Analisa mendalam mendapati bahawa kedua-dua personaliti telah digunakan hampir kesemua strategi komunikasi lisan, tetapi ekstrovert menggunakannya dengan lebih kerap berbanding dengan introvert. Kajian ini juga bertujuan untuk mengenal pasti strategi-strategi komunikasi lisan yang digunakan oleh ekstrovert dalam perbincangan secara lisan dan membuat kesimpulan bahawa daripada lapan faktor, ekstrovert menggunakan hampir kesemua strategi yang disenaraikan di bawah lapan faktor menangani masalah berbahasa Inggeris.